

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

Complaint of Verizon Massachusetts)	D.T.E. 05-04
Concerning Customer Transfer Charges)	
Imposed by Broadview Networks, Inc.)	
)	

**AFFIDAVIT OF
PAUL PENNISI**

1. My name is Paul Pennisi. My business address is 45-18 Court Square, Long Island City, New York 11101.

2. I am Managing Director - Operations of Broadview Networks, Inc. ("Broadview"). Among other things, I am responsible for overseeing the handling of customer migrations from Broadview to Verizon Massachusetts ("Verizon"), as well as other competitive local exchange carriers ("CLECs"). My responsibilities include establishing, maintaining and enhancing processes to facilitate migration of customers between Broadview and Verizon and other CLECS.

3. Broadview supports (and has supported for nearly three years) a "Web Center" – www.broadviewnet.com/CLEC -- which permits Verizon, as well as other CLECs to identify and view customer service records ("CSRs") without Broadview's intervention and to submit, review and check the status of local service requests ("LSRs") electronically.

4. When another carrier wins a customer from Broadview, Broadview, at the request of that carrier, provides the carrier with the customer's CSR through the Broadview Web Center. The requesting carrier, having confirmed the identity of the

customer, submits an LSR electronically to Broadview. Broadview reviews the LSR for completeness and accuracy, confirming customer name, address and phone number. The LSR is either confirmed or placed in jeopardy for reason of data flaws by Broadview or modified or cancelled by the requesting carrier. If the LSR is placed in jeopardy, Broadview “queries” back to the requesting carrier for correction, waits for a response, then repeats the process upon receipt of a resubmitted order. Once an LSR is confirmed, Broadview issues a firm order confirmation (“FOC”), having logged and inputted a service order into its internal systems in order to conduct a properly scheduled, confirmed and coordinated disconnection and transfer of the customer. Thereafter, Broadview deletes associated switch translations and facilitates number

5. Almost all of the CLECs to which Broadview has migrated customers utilize Broadview’s Web Center. Verizon, on the other hand, has steadfastly refused to utilize the Broadview Web Center, choosing instead to email OBF forms via PDF documents – the email equivalent of faxing.

6. Verizon’s refusal to use Broadview’s Web Center not only requires Broadview to manually retrieve and provide CSRs to Verizon and to manually print LSRs and key their contents into Broadview’s systems, but requires Broadview to field calls from Verizon verifying order status which would be available on-line if Verizon had utilized Broadview’s Web Center. Moreover, these additional resource commitments are amplified each time Verizon modifies -- either on its own accord or as a result of data flaws identified by Broadview -- or cancels an order.

7. As a result of Verizon’s refusal to utilize Broadview’s electronic LSR process Broadview personnel are forced to manually handle all Verizon requests

associated with migration of Broadview customers to Verizon. This is additional work that Broadview personnel do not have to perform for other CLECs that readily make use of Broadview's Web Center.

8. This concludes my affidavit.